

TRADE UNION LEGAL LLP
Client Complaints Procedure

Unionline is committed to providing a high standard of service to our clients, however, we understand that you may feel that we may not always get it right. If you have a complaint about the service you have received or the handling of your claim please contact us. We will respond to any concerns you may have and we will do everything we can to sort out your complaint quickly and efficiently.

You can raise your complaint by letter or email or telephone with the fee earner who has been dealing with your case, with the fee earner's manager, or by email to complaints@unionline.co.uk. Please mark your letter or email 'Complaint'.

Please note that you should make your complaint to us within 6 months of the last correspondence you receive from us or a year of the act or omission about which you are complaining occurring

If you have any particular needs to enable you to bring your complaint to us please let us know and we will do our best to accommodate them.

To help us make sure we have understood your complaint, and not missed anything, please tell us:

- your full name, contact details and any reference number you may have for your case;
- what you think we have done wrong; and
- what you think we should do to put things right.

How we will deal with your complaint

We have up to eight weeks to consider your complaint but will endeavor to deal with it as quickly as possible. If we have not resolved it within this time you may complain to the Legal Ombudsman.

We will record your complaint in our central register and open a file for your complaint.

Stage 1

We will send you a letter acknowledging receipt of your complaint within 5 working days of receiving the complaint.

We will investigate your complaint and provide a substantive response within 20 working days of receiving your complaint.

We may be able to deal with the matter in a phone call, or we may need to carry out a detailed review of your case. In all cases we will write to you to tell you the outcome of your complaint and to give you the opportunity to have your complaint reviewed if you are not satisfied with the outcome.

Stage 2

If you are not satisfied with our response, you should contact us again and we will arrange for the file to be reviewed. When contacting us please explain why you continue to be dissatisfied.

Your complaint will be acknowledged, and we will provide a substantive response within 20 working days from receiving your letter.

If your complaint is particularly complex and we have to change any of the timescales above, we will let you know and explain why and provide you with an updated timescale.

Legal Ombudsman

If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details:

- Visit: www.legalombudsman.org.uk
- Call: 0300 555 0333 between 9.00 to 17.00.
- Email: enquiries@legalombudsman.org.uk
- Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).